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# A Study of Some Characteristics of Mental Hospital Attendants

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A STUDY OF SOME CHARACTERISTICS OF MENTAL HOSPITAL ATTENDANTS

by

Margaret Monica McConvey

A Thesis Submitted to the Faculty of the Graduate School  
of Loyola University in Partial Fulfillment of  
the Requirements for the Degree of  
Master of Arts

June

1960

## LIFE

Margaret Monica McConvey was born in Boston, Massachusetts, March 14, 1902.

She was graduated from Prince Arthur High School, St. Andrews, New Brunswick, Canada, June, 1920, and from Loyola University, February, 1949, with the degree of Bachelor of Philosophy.

She began her graduate studies at Loyola University in September, 1949.

From 1957 to the present time the author has been employed by the Guidance Department, Catholic Charities Bureau, Chicago.

## PREFACE

The original plan called for a study of the likes and dislikes of male and female attendant personnel for the various aspects of their assigned duties in six selected state hospitals and their stated reasons for applying for work in these hospitals. Since the project proved to be too ambitious, it has been limited to a consideration of stated likes and dislikes of attendant personnel for diagnostically grouped patients. The present subject matter was chosen because background factors of attendant personnel such as age, schooling, and length of service, need to be studied in order to show what relationships exist between such factors and the likes and dislikes of attendant personnel for certain kinds of patients.

Acknowledgement is made of the help received from state and local officials of the Indiana Division of Mental Health and from the personnel of the Tabulation Section of the Indiana State Board of Health.

Very special thanks are due to Thelma Thompson and Dr. Ralph D. Bergen for their kindness and helpfulness.

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## CHAPTER I

### STATEMENT OF THE PROBLEM

There are some basic questions which have always been topics of deep interest to a wide variety of groups concerned with the welfare of hospitalized mentally ill patients. One of these is the question of whether or not mental hospital attendants need to be specifically motivated in order to participate adequately in mental hospitals' work of professional therapy.

Due to the fact that the attendants have the most direct and frequent contacts with hospitalized, mentally ill patients, their services may be therapeutic or antitherapeutic. Whether their contributions are beneficial or detrimental to patient care will depend to a great extent on their attitudes.

The need for a better understanding of mental hospital attendants has long been recognized. Many debates have centered around their variegated official titles, functions, qualifications, and status. The history of nursing service administration in mental hospitals, for example, reveals that attendants serve in the capacities of janitors, housekeepers, clerks, messengers, clinicians, supervisors, and instructors. They also do the work that only professional nurses would be doing in the event that professional nurses were available. These different tasks pose a never ending problem for attendants. Even dedicated attendants eventually begin to doubt that the attendant position is a career-worthy one.

In terms of the well known, chronic, excessive turnover in mental hospital attendant personnel, one can justify a thorough investigation of attendants' attitudes toward their work.

The main hypothesis of this study is that attendant personnel background factors such as age, schooling, length of service, etc., are related to attendants' likes and dislikes for certain patients. This hypothesis was developed as a result of casual observations of attendant personnel over a period of years. It was also felt that men and women tend to seek employment in mental hospitals for reasons other than altruistic ones. This is offered as a second hypothesis. This hypothesis was developed as a result of personal interviews over a period of years with applicants who gave a variety of reasons for seeking such employment, e.g., "The salary is good;" "I am too old for any other kind of work;" "I thought the work would be easy;" "I am not physically able to do any other kind of work;" "I want to help mentally ill patients;" "I want this kind of experience;" "I want the on-the-job training that is given here;" "The personnel policies are good;" "I want to live at the hospital;" "It is a steady job;" "It is close to my home;" etc.



## CHAPTER II

### RELATED RESEARCH

In recent years, writers interested in the psychiatric hospital field have been showing an increasing concern about the values and attitudes of the attendant personnel.

Fitzsimmons (8) advises that attitudes which attendants bring to their work, and the relationships which they are able to establish, are probably the two most important factors upon which their success will depend.

According to Bonner (1) interviews with a certain number of ward attendants who have given good service indicate that they come to the mental hospital by chance, stay because the work interests them, seem to have certain inherent values that lend themselves to personal patient relationships, and it is this group that forms the nucleus of good care. He concludes that the fault of acute personnel shortage lies within the limited opportunities at present, plus the fact that many eligible workers scorn mental hospitals except in time of dire necessity.

An attempt to improve the knowledge of attendants is reported by Morgan and Hall (18). They found that their educational attempt failed to provide the attendants with significant insights into attendant-patient relationships.

A report on the socializing role of psychiatric ward personnel is cited by Morimoto (19). This study deals with an analysis of the distribution of skills and interests among the nursing personnel on a ward for acutely ill

women patients. The findings reveal that all of the ward personnel failed to take full advantage of the opportunities for socializing which the administrative and custodial contacts that they had with the patients afforded. Of the attendants, all of whom were women, only a few were interested in increasing their social activities. The older attendants were no longer interested in an active social life, preferring to maintain an uncomplicated work and housekeeping routine.

A statement by Michler (17) points out that there has been a growing recognition of the fact that the fate of the hospital program is very dependent on the behavior and motivation of ward personnel and that a number of reports have appeared which indicate how tightly bound together are the patients' recovery chances and the pattern of social relations existing in the wards.

Vascaro (29) states that the need for a better understanding of the psychiatric aide has long been recognized. "Psychiatric aides have a function of caring not only for the physical needs of mentally disturbed patients, but also participating in a program of therapy. The presence of inefficient or inadequate psychiatric aides places a great burden on the neuropsychiatric institutions. Inefficient aides are costly in terms of money, energy, supervision and replacement. However, of even greater importance is the fact that the inefficient aide is not only unable to participate adequately in a therapeutic program, but he may actually be instrumental in hindering the recovery of the patient. The past few years have seen a shift in emphasis in the attendant problem from one of recruitment to one of selection. Until recently, funds for this type of personnel were so limited that salaries ranging from forty-five to sixty dollars per month were paid. The personnel

attracted by these salaries were sometimes sick themselves or were very inadequate individuals and hardly able to do a job of maintenance. More recently salaries have been substantially increased (the Veterans Administration being one of the forerunners in this respect), so that now in most geographic areas adequate numbers of personnel are available and the problem has become one of differentiating the potentially good from the potentially poor psychiatric attendants. In spite of the fact that the attendant problem has been a source of difficulty to most institutions, few studies have been made with this type of personnel. The few that have been made with psychiatric aides as subjects have been limited to the study of relationships in restricted areas of personalities, or have been devoted to the setting up of a selective device. Other psychological studies employed psychiatric aides as controls in investigations of pathological groups."

As a review of the literature indicates, therefore, very little serious thought has been given to the need for ascertaining the attitudes of psychiatric attendants toward the specific tasks they are obliged to perform in line of duty, whether or not all attendants tend to like every kind of hospitalized mentally ill patients, and whether or not their reasons for seeking employment in psychiatric hospitals has any significant relationship to their likes or dislikes for certain patients.

## CHAPTER III

### PROCEDURE

The investigator selected the questionnaire method as the best procedure for attacking the problem. A questionnaire was designed to secure some background information from certain mental hospital attendants and their attitudes toward their work. In constructing the questionnaire, selection of the factors was based upon the investigator's understanding of the area to be studied because of practical experience in the field and familiarity with the published literature relating to mental hospital attendant personnel. The initial draft of the questionnaire was submitted to four members of key state level personnel for review and constructive criticism. The reviewing officials represent the fields of personnel administration, nursing service, nursing education, and special services. Written constructive criticisms were received from each reviewing official. These criticisms were incorporated in the redrafted questionnaire.

Hospital A, having a staff of 382 attendants, was selected for pretesting the redrafted questionnaire. All of the 261 attendants on day and night duty on a particular day, participated in the pilot study. They reported to a designated workroom in relay groups. The investigator personally distributed the questionnaires, proctored the work sessions, and accepted the returned questionnaires. Only two attendants refused to participate; in attendant terminology, they are "old attendants;" one, after examining the questionnaire,

returned it without comment and left the room; the other, after a brief examination of the questionnaire, returned it with a comment to the effect that such an activity would lead to reprisals. A careful appraisal of the data from the preliminary trial run of the questionnaire led to the second, and final revision. Admittedly, the final questionnaire appears to be expansive. Nevertheless, the investigator, dealing with a problem still relatively unexplored, sought what she wanted. It was hoped that the provision for check marks, rather than word responses for the most part, would tend to conserve the attention span of the questionnaire recipients. In final form, the questionnaire shows three divisions: a detachable name page, a combination explanatory-instructional page, and the questionnaire pages (See Appendix.)

The final questionnaire was distributed to attendants on duty in Hospitals B, C, D, E, and F consecutively. All of the attendants on day and night duty in each hospital, on a particular day, participated: 168 in Hospital B, 181 in Hospital C, 163 in Hospital D, 85 in Hospital E, and 207 in Hospital F. The attendants, with one exception, reported to a designated workroom in relay groups. The investigator personally distributed the questionnaires, proctored the work sessions, and accepted the returned questionnaires. In Hospital C, because a shortage in night attendant personnel prevented the attendants from leaving the wards in relay groups, the investigator distributed the questionnaires at the ward level. Accompanied by the attendant night supervisor, the investigator visited the wards and distributed the questionnaires to the attendants individually. The investigator immediately revisited the wards, accompanied by the attendant night supervisor, and following the first visit sequence, collected the questionnaires. Some few attendants had not been able

to complete their questionnaires but agreed to do so and return them to the investigator when they were relieved from duty. Most of the attendants kept their promise. A small percentage of the questionnaires were not returned nor forwarded. A total of 803 questionnaires were returned by the participating attendants of the five hospitals. A number of these returned questionnaires were incomplete in varying degrees. The investigator reduced the data to include only the material that reflected the male attendants' background factors of age, education, and present work tenure and the attitudes of these attendants toward direct care of certain patients. The questionnaires of those who did not answer these particular background factor questions and/nor express direct patient care preferences were eliminated. Only the questionnaires of those who answered the questions and expressed preferences were used.

The relationship between the expressed preferences for certain classifications of patients by the attendant personnel and certain background factors of the personnel was analyzed by the use of the chi-square technique and Yate's correction for continuity. Chi-square was used except when expected frequency was less than 5, in which case Fisher's exact probability was used.

Rank order measurement was used to determine the serial arrangement of the various reasons for seeking work in mental hospitals as expressed by certain attendant personnel.

## CHAPTER IV

### RESULTS

In analyzing data before presentation in the pages which follow, the original tables contained tallies on two degrees of "dislike," two degrees of "like" and a middle or neutral category. For purposes of clarity and simplification the tallies under "like very much" and "like" were combined, those under "dislike" and "dislike very much" were combined and those in the neutral category were disregarded. Tables I, II, and III which follow, show only the combined frequencies.

TABLE I

Comparison of Attendants' Likes and Dislikes in Caring for Certain Patients in Terms of the Attendant Schooling Factor

	<u>Dislike</u>	<u>Like</u>
Bed Patients		
Attendants with less than 2 years high school	30	29
Attendants with more than 2 years high school	33	33
Never disturbed ambulatory patients		
Attendants with less than 2 years high school	7	100
Attendants with more than 2 years high school	4	100
Sometimes disturbed ambulatory patients		
Attendants with less than 2 years high school	4	76
Attendants with more than 2 years high school	3	86
Often disturbed ambulatory patients*		
Attendants with less than 2 years high school	17	58
Attendants with more than 2 years high school	5	65

\*  $P < .02$

In terms of schooling, as indicated in Table I, likes and dislikes in caring for bed patients were evenly split. There is no significant difference between those who had two years of high school and those who had less than two years. Of the entire group, attendants, regardless of level of schooling all showed a preponderance of liking for caring for never disturbed patients. The tendency is for attendants with less than two years of high school to dislike more than do those with more than two years. The same could be said of caring for sometimes disturbed ambulatory patients. Although the trend was still the same for caring for often disturbed ambulatory patients, attendants with less than two years of high school tended to dislike caring for these often disturbed ambulatory patients significantly more than did those who had two years of high school. Only in the case of the often disturbed ambulatory patients was a significant difference found on the basis of schooling of attendants ( $P < .02$ ).

In terms of age, as indicated in Table II, attendants under 45 followed approximately the same trends for bed patients as was observed when grouped according to schooling. Those over 45 tended to dislike bed patients. They differed from those under 45 at the .05 level of confidence. In the other categories, no significant differences were found, although there was a tendency, in the case of caring for "Often Disturbed Ambulatory Patients," for attendants under age 45 to show greater liking for such work than did those over 45. Attendants at all age levels showed a strong preference or liking for any type of ambulatory patients. The probability was only .20 (slight). In general, the preference seems to be more for ambulatory patients than for bed patients.



TABLE II

Comparison of Attendants' Likes and Dislikes in Caring for Certain Patients in Terms of the Attendant Age Factor

	<u>Dislike</u>	<u>Like</u>
Bed Patients*		
Attendants under 45	34	45
Attendants over 45	30	17
Never disturbed ambulatory patients		
Attendants under 45	6	109
Attendants over 45	1	54
Sometimes disturbed ambulatory patients		
Attendants under 45	6	109
Attendants over 45	1	54
Often disturbed ambulatory patients		
Attendants under 45	11	86
Attendants over 45	11	38
* $P < .05$		

TABLE III

Comparison of Attendants' Likes and Dislikes in Caring for Certain Patients in Terms of the Attendant Tenure Factor

	<u>Dislike</u>	<u>Like</u>
Bed Patients		
Attendants with less than 2 years tenure	31	31
Attendants with more than 2 years tenure	32	31
Never disturbed ambulatory patients		
Attendants with less than 2 years tenure	7	89
Attendants with more than 2 years tenure	4	111
Sometimes disturbed ambulatory patients		
Attendants with less than 2 years tenure	7	89
Attendants with more than 2 years tenure	4	111
Often disturbed ambulatory patients		
Attendants with less than 2 years tenure	7	59
Attendants with more than 2 years tenure	15	64

There is no significant difference between attendants' likes and dislikes in terms of tenure. There is an even split between likes and dislikes for bed patients. In all other categories, attendants with varying amounts of service showed a strong inclination to like rather than to dislike.

TABLE IV

Attendant Personnel's Expressed Reasons for Seeking Employment in  
Mental Hospitals

	<u>Frequencies</u>
1 Because it is a steady job	168
2 Because I wanted to help mentally ill patients	162
3 Because I wanted the experience and education	145
4 Other	76
5 Because the personnel policies are good	63
6 Because it is a job close to my home	61
7 Because I was not physically able to do any other work	36
8.5 Because the salary was good	17
8.5 Because I wanted to live at the hospital	17

In Table IV, above, attendants' reasons for working in mental hospitals are summarized. The rank order frequencies indicate that a steady job and experience and/or education opportunities provide motivation for this type of work most frequently. The altruistic desire to help ranks nearly as high as any other single motivating factor. Relatively few attendants are motivated to work in mental hospitals by salary considerations or by the desire to live at a hospital.

## CHAPTER V

### SUMMARY AND CONCLUSIONS

This study was undertaken to determine whether or not the age, education, and tenure of attendant personnel were factors in the likes or dislikes of attendants for certain hospitalized mentally ill patients. It was hypothesized that likes and dislikes of attendants would tend to relate to age, schooling, and tenure of attendants. It was further hypothesized that hospital attendants tend to seek employment in mental hospitals for other than altruistic reasons. Thus the relationship between likes and dislikes expressed by attendants of patients, was studied from three standpoints: first, as it relates to age of attendant, second, as it relates to education of attendant, and, third, as it relates to tenure of attendant. A chi-square was done to determine any significant differences that existed between attendants' likes and dislikes for patients in terms of attendants' age, education, and tenure. Finally, the reasons given by attendant personnel for seeking work in mental hospitals were analyzed in terms of frequencies. These reasons were of two types: 1) patient-oriented, implying analysis by personnel of their role in relation to their work in terms of what they could do toward improving the condition of their patients, and 2) self-oriented, implying analysis by personnel of their role in relation to their work in terms of what they could do toward improving their own economic situations. Results are summarized below for each variable studied:

### Education Level of Attendants

1. Education of attendants is significantly related ( $p < .02$ ) to likes and dislikes in caring for often disturbed ambulatory patients. Those with least education dislike most, caring for such patients. Education is not significantly related with reference to any other class of patient studied.
2. Attendants of both levels of schooling much prefer to take care of patients who are never disturbed.
3. Attendants with less than two years of high school education display a tendency to dislike in more cases than do those with more than two years of high school, with reference to most classes of patients.

### Age Level of Attendants

1. A significant relationship ( $P < .05$ ) exists between age of attendant and stated preferences in caring for bed patients but not in the case of any other class of patient. Attendants under age 45 show less liking for and more dislike for the work of caring for bed patients.
2. A strong preference for caring for ambulatory patients is shown by attendants of both age groups.

### Tenure of Attendants

1. Insofar as can be generalized from this study, tenure is not a significant factor in determining work preferences of attendants.
2. Except in the case of bed patients, both tenure groups of attendants show a strong tendency to like rather than dislike caring for mental patients.

### Attendants' Motivation for Working in Mental Hospitals.

1. By far the most frequently given reasons for working in mental hospitals are steadiness of work, desire to help the mentally ill, and desire

for experience and education in this area.

2. Least frequent motivations are salary and the desire to live at a hospital.

3. Altruistic reasons rank second of eight categories tallied.

These findings tend to confirm the main hypothesis that personnel background factors such as age, education, and tenure do play a role in attendants' likes and dislikes in caring for certain patients. The sub-hypothesis that attendants tend to seek work in mental hospitals for other than altruistic reasons is at least partly confirmed. Out of 745 responses given, 162 were altruistic. This indicates that nearly eighty per cent of the attendants at mental hospitals work there for reasons other than altruistic ones.

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NAMES OF INDIVIDUALS will be strictly confidential - names will not be revealed to anyone.

Mr. Mrs. Miss

(Check one)

Last Name

First Name

Middle Name

When you have completed your questionnaire, please tear this slip off (on the dotted line) and return it with your questionnaire.

JANUARY - 1957

OPINION POLL REGARDING THE FEELINGS HOSPITAL ATTENDANTS HAVE IN RELATION TO THEIR WORK

This Opinion Poll is being used for a study on the feelings that attendants working in state psychiatric hospitals have for their work.

Your help with this study will be appreciated.

Please read each question and instruction carefully and be sure to express your own feeling. It is your own feeling that will make this study valuable.

You may ask for further explanation if any questions puzzle you.

Names of individuals and hospitals will not be revealed in the final analysis of this study. Notice that the name is detachable!

Sincere gratitude for your help in the preparation of this study!



13. What is your pay-roll title? (Check one) Attendant II Attendant III Attendant V

14. Do you live at the hospital? (Check one) Yes No

15. Have you ever attended a College or a University? (Check one) Yes No

If your answer to this question is "Yes,"

(a) Draw a circle around the highest year completed: 1 2 3 4

(b) Do you have a college or university degree? (Check one) Yes No

16. List any additional education you may have which is not indicated above, such as Business Administration; Trade School; Corpsman in the Armed Forces; etc.

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17. What kind of patients are in your work assignment? Check all of the following statements that apply to your assignment:

- ☐ a. Men
- ☐ b. Women
- ☐ c. Bed Patients (Physically Ill)
- ☐ d. Patients who are up-and-about during the day

18. Why did you apply for employment at this hospital? Check all of the following statements that apply to you:

- ☐ a. Because the salary was good.
- ☐ b. Because I was too old for any other kind of work.
- ☐ c. Because I thought the work would be easy.
- ☐ d. Because I was not physically able to do any other kind of work.
- ☐ e. Because I wanted to help mentally ill patients.
- ☐ f. Because I wanted this kind of experience.
- ☐ g. Because I wanted in-service education (on-the-job training) here.
- ☐ h. Because the personnel policies are good (vacation; sick leave; work hours; etc.)
- ☐ i. Because I wanted to live at the hospital.
- ☐ j. Because it is a steady job.
- ☐ k. Because it is a job close to my home.
- ☐ l. Other (not mentioned above) \_\_\_\_\_

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19. What other kind of work have you done (before coming here)? Check all of the following statements that apply to you:

- a. ☐ Industrial Plant
- b. ☐ Technical (Laboratory; etc.)
- c. ☐ Labor
- d. ☐ In business for yourself
- e. ☐ In business for someone
- f. ☐ Keeping house for yourself or your family
- g. ☐ Keeping house for someone else for pay
- h. ☐ School Teacher
- i. ☐ Other (not mentioned above):

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20. What kind of patients are in the wards where you are assigned? Check all the statements that apply to you:

- a. ☐ MEN      Bed Patients (physically sick; aged; infirm; etc.)
- b. ☐ MEN      Patients who are up-and-about all day
- c. ☐ WOMEN      Bed Patients (physically sick; aged; infirm; etc.)
- d. ☐ WOMEN      Patients who are up-and-about all day
- e. ☐ OTHER      (not mentioned above):

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21. How NECESSARY is on-the-job training for you for your work here? (Check one)

Very Necessary      Necessary      Acceptable      Unnecessary      Very Unnecessary

22. How SATISFACTORY for you for the work that you have to do are the following items. Check ALL of the items listed below. Check one box for each item:	Very Satisfactory	Satisfactory	Acceptable	Unsatisfactory	Very Unsatisfactory
a. Equipment (such as ward furniture; etc).					
b. Supplies (such as soap; toilet paper; etc).					
c. Linen (sheets; towels; etc).					
d. Patients' Food - Kind					
e. Patients' Food - Amount					
f. Patients' Appearance, (clean-shaven)					
g. Patients' Appearance (Hair cut often enough)					
h. Patients' Blankets - Amount					
i. Patients' Clothing - Day-time wear					
j. Patients' Pajamas					
k. Other (not listed above)					

23. How would you like it if you were assigned to take care of the following kind of patients? Check ALL of the following statements. Check one of the boxes for each item.

	Would Like It Very Much	Would Like It	Would Accept It	Would Dislike It	Would Dislike It Very Much
a. MEN					
b. WOMEN					
c. Boys - Ages 13 through 19					
d. Girls - Ages 13 through 19					
e. Bed Patients (physically ill; aged; infirm; etc)					
f. Patients who are up-and-about all day and are often "disturbed"					
g. Patients who are up-and-about all day and are sometimes "disturbed"					
h. Patients who are up-and-about all day and are never "disturbed"					
i. Elderly Patients					

24. How would you like it if you were given the following work assignments? Check <u>ALL</u> of the following statements	Would Like It Very Much	Would Like It	Would Accept It	Would Dislike It	Would Dislike It Very Much
a. Going on Errands					
b. Working in Clinics					
Teaching Attendants in their In-Service c. Education (Classroom)					
Caring for Floors d. (Sweeping; moping; polishing)					
e. Supervising other Attendants					
f. Ordering Supplies					
g. Care of Patients' Clothing, Laundry and Supplies					
h. Making Beds					
Giving Reports (by word-of-mouth) I to Doctors and Nurses					
Making Written Reports of j. Patients' Behavior (Conduct)					
k. Cleaning Ward Equipment					
l. Sorting Soiled Linen (Untidy Patients)					



25. How would you like it if you were given the following work assignments? Check ALL of the following statements. (Put a check mark (✓) in one of the 5 boxes for each statement).

	Would Like It Very Much	Would Like It	Would Accept It	Would Dislike It	Would Dislike It Very Much
Assisting or teaching patients when they are in Activity Therapy (Industrial;					
a. Occupational; Recreational)					
Care of patients' hair - (on the wards)					
b. (Cutting; Combing; Shampooing; Styling)					
c. Giving Medication and Treatments					
Feeding Patients who can't feed themselves					
d. (on the wards or in a dining room)					
e. Changing Untidy Patients					
Talking with Patients -					
f. On the Ward or Elsewhere					
g. Bathing Patients					
h. Helping Patients with their Ward Work					
i. Dressing (clothing) Patients					
Playing Games with the					
j. Patients on the Ward					
Care of Patients' Face on the Ward					
k. (Shaving, Cosmetics for Women)					
l. Observing Patients' Behavior (Conduct)					
m. Taking and Recording Patients' Weight					
n. Working in Hydrotherapy					
Taking and Recording Patients'					
o. Temperatures, Pulse, and Respiration					
p. Assisting with Electro Shock Therapy					
Taking Patients' for Walks					
q. (for exercise and air)					
Escorting Patients'					
r. (to Clinics; Medical Staff, etc)					
Cutting and Cleaning Patients'					
s. Fingernails and Toenails					
Making the Ward Look More Homelike					
(Helping to Choose Wall Paint, Curtains,					
t. Pictures, Cushions, Rugs)					

26. How do you like the way your "shift" assignment, "work" assignment, and weekly "days off" are arranged for you? Check ALL of the following statements. Check one of the boxes for each item.

	I Like It Very Much	I Like It	I Accept It	I Dislike It	I Dislike It Very Much
Your "Shift" Assignment ("Days"-"Evenings"-"Nights") Which ever you happen to be on a. now.					
Your "Work" assignment (your job) - wherever b. you happen to be working now.					
Your "Days Off" ("Pass Days") each week - Meaning the <u>days of the week</u> (Monday, Tuesday, c. Wednesday, Thursday, Friday, Saturday, Sunday)					
Your Vacation arrangement - (Time of year and d. Number of days taken at one time)					

27. How do you like the personnel policies under which you work? Check <u>ALL</u> of the following statements. Check <u>one</u> box for each item.	I Like It Very Much	I Like It	I Accept It	I Dislike It	I Dislike It Very Much
a. Your Salary					
b. Your Opportunity to Live at the Hospital if you want to					
c. Your Sick Leave Allowance					
d. The Number of Hours you Work Each Day					
e. The Number of Hours You Work Each Week					
f. Your Vacation Allowance					
g. Your Retirement Benefits					
h. Your Merit Increases					
i. Your Opportunities for Advancement					
j. Your Performance Ratings					
k. Your Opportunities to report a complaint if and when you have one					
l. Your Opportunities to ask for Advice if and when you need any					

28. How do you like to work with the following persons ? Check <u>ALL</u> of the following statements. Check <u>one</u> box for each statement.	I Like Them Very Much	I Like Them	I Accept Them	I Dislike Them	I Dislike Them Very Much
a. Attendants					
b. Doctors					
c. Nurses					
d. Patients					
Activity Personnel (Employees in Industrial Therapy; Occupational Therapy; and e. Recreational Therapy)					
f. Volunteer Workers					

PLEASE

Double-check your questionnaire  
Do not leave any item unchecked

THANK YOU!

APPROVAL SHEET

The thesis submitted by Margaret Monica McConvey has been read and approved by three members of the Department of Psychology.

The final copies have been examined by the director of the thesis and the signature which appears below verifies the fact that any necessary changes have been incorporated, and that the thesis is now given final approval with reference to content, form, and mechanical accuracy.

The thesis is therefore accepted in partial fulfillment of the requirements for the Degree of Master of Arts.

May 5, 1960  
Date

Edmund S. Marx  
Signature of Adviser